DELTA ◢ Dialog
OnDemand IVR

Automate calls and provide engaging voice self-service with DeltaDialog

Enthusiastically Engage – Automate calls with creative speech recognition dialogs
Rapidly Respond – Immediately answer every call with speech or DTMF input
Intelligently Inform – Remember caller's "last action" for effective voice self-service
Dynamically Adjust – Self-modify prompts and call flows
Efficiently Resolve – Complete inbound and outbound calls without agent assist

CLOUD IVR

DeltaDialog enables engaging speech recognition applications that encourage voice self-service with on demand efficiency. Dialogs created by VoltDelta's experienced Voice User Interface (VUI) team take advantage of data derived from previous interactions and Smartphone applications to intelligently resolve more calls quickly without agent assistance.

Content management features make it easy to self-change prompts and call flow segments to rapidly adjust to any conditions.

ENGAGING VOICE SELF SERVICE

Immediately answer every call with DeltaDialog VoiceXML-based IVR (Interactive Voice Response) dialogs.

- Decades of VoltDelta Voice User Interface (VUI) design experience

- Patent-pending speech technology

- From touchtone to highly interactive speech

DeltaDialog inbound self-service and proactive outbound calling provides contact centers of all sizes with efficiency and customer care benefits.

MULTICHANNEL FLEXIBILITY

DeltaDialog works with other VoltDelta platform resources to provide multichannel support that enhances customer care.

- SMS for confirmation or reminders

- Start in Smartphone app, continue in IVR

- Recorded word or phrase sent to agent on transfer from IVR to avoid repeats

WHY DELTADIALOG

- **Award Winning VUI Design** – The experienced VoltDelta VUI design team is a Speech Technology Magazine and Frost & Sullivan award winner with applications deployed across diverse industry segments.

- **Decades of Experience** – VoltDelta brings patent-pending speech technology pioneered for carriers to enterprises for improved accuracy and reduced tuning for more effective & efficient voice self-service.

- **Proven Integration** – VoltDelta's experience spans corporate systems integration, automation to agent transition, Smartphone apps, and complex communication with customer databases for information that drives intelligent dialogs."

> # Deploy engaging speech recognition with award winning VUI design

WHY VOLTDELTA

- **Cloud IVR Experience** - VoltDelta is an IVR innovator beginning with the first deployment of speech recognition for mass use in 1988 for Directory Assistance, and continuing through enterprise and mobile applications that more effectively engage callers with automation.

- **Customer Support** – An exceptionally experienced team dedicated to customer support offers 7x24 monitoring, predictive analysis, and proactive technical input.

- **Inbound & Outbound** – Voice automation for inbound and outbound engagement includes the ability to convert an outbound alert into an automated inbound interaction.

SPEECH OR DTMF

Use engaging speech recognition dialogs or touchtone for call routing and voice self-service.

PATENT-PENDING

CrystalWAVE provides superior accuracy with reduced tuning for large grammar applications.

REMEMBER LAST ACTION

Identify repeat callers with last action recall to deliver more intelligent interactions with reduced handle time.

CONTEXTUAL AWARENESS

Pass context between channel components to facilitate a seamless end-to-end customer journey that avoids needless repetition.

SELF MODIFY

Content Manager makes it easy to self-modify prompts and portions of dialogs via a user interface.

LOBBY IVR ROUTING

Greet and immediately route callers with speech or DTMF input to reduce hold time, improve satisfaction, and increase agent efficiency.

MOBILE APP INTEGRATION

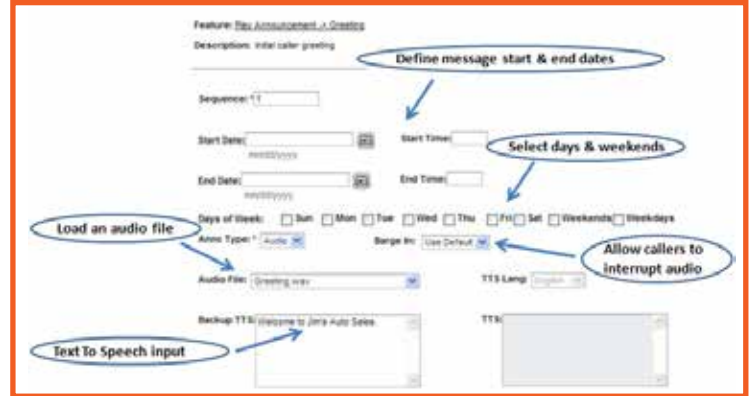App integration enables multichannel support for text & voice over voice and data interactions.

LANDLINE

CONTENT MANAGEMENT

CLOUD IVR

MOBILE PHONE

SMARTPHONE APPS

IVR & SMS
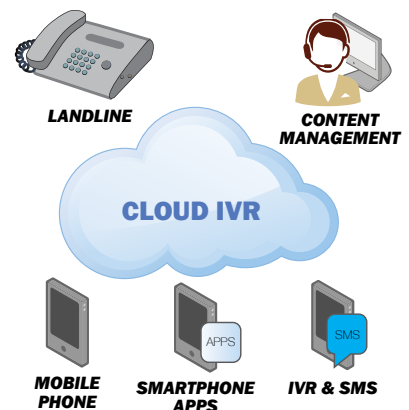
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CONNECTING PEOPLE & INFORMATION
A NewNet Company

YOU HAVE CONTROL

VoltDelta's Content Manager puts you in the driver's seat when it comes to modifying select portions of your VoltDelta IVR application.   Prompts, dialog direction, and access to key data can be managed primarily via configuration screens including:

- **Audio Prompts** – Specify the audio file or TTS to play.
  - Messages and prompts within the call flow
  - Announcement before queuing to an agent
  - Announcement if call recording is enabled

- **Menu Modification** – Easily change menu options for speech or DTMF. VoltDelta's use of dynamic grammars enables great freedom to change menu options.

- **Language Support** – DeltaDialog solutions can be provided in multiple languages with menu support that makes it easy for caller's to select the appropriate language. The system also "remember" language preferences for returning callers.

- **Call Recording** – Configure whether call recording is enabled or disabled.   If enabled, an opt in/opt out audio prompt is offered.

- **Post-Call Survey** - Offer a speech recognition-based survey to a caller after a speech dialog completes or when an agent hangs up. Customize with audio or TTS.

IVR DESIGN, DEVELOPMENT & TESTING

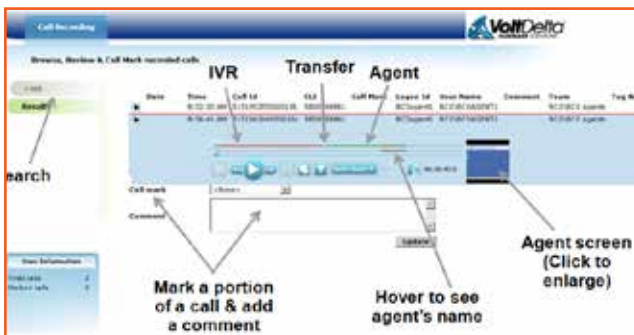VoltDelta's IVR team offers a complete range of services:
- Voice User Interface design
- Speech recognition grammar development
- In-house voice recording studio
- Tuning tools and processes
- (2) Carrier switches for massive call volume testing

PATENT-PENDING SPEECH TECHNOLOGY

CrystalWAVE (Weighted Average Voice Evaluation) works with standard speech recognition engines to increase accuracy and reduce tuning for large grammar applications.   CrystalWAVE employs multiple simultaneous grammar evaluation to more effectively disambiguate like-sounding words. The need for tuning is further reduced with Out Of Vocabulary analysis.

COMPLETESPAN CALL RECORDING

Records IVR and agent transfers as a unified customer journey.   A graphical interface notes transfer moments.   Administrators can share "Voice of the Customer" detail as WAV files with audio segments marked for special attention.

REPORTING

DeltaDialog continually collects important information about every call, and stores this detail securely in the DeltaDialog database. Each call generates a single Call Detail Record (CDR) containing more than 70 different metrics. Notable examples include:

- **Call Volumes** – Key statistics and trends on use of system capacity
- **Call Information** – Core data such as call start time, duration, ANI, DNIS
- **ASR & DTMF** – Input attempts, caller behaviors, responses
- **Transfers** – Transfer types, destinations and success/failure
- **Trend Report** – Graphically charts call duration, call volume, and other stats over time

RELIABLE SCALABILITY

Mirrored data centers support a cloud contact center platform with reliability proven by 1 billion calls/year. Scaling for call surges is a strength, benefiting contact centers of all sizes.

SECURITY

VoltDelta's PCI-compliant platform is supported by certified security professionals to ensure availability, confidentiality and data integrity based on rigorous industry standards.

AWARD WINNING VOICE SELF SERVICE

VoltDelta's speech technology group has been recognized by Speech Technology Magazine and Frost & Sullivan for innovative speech recognition solutions.

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